



HSS Registered October 2018

## Manager Safety, Quality and Performance

Health Salaried Officers Agreement: Level G10

Position Number: 006514

Mental Health, Public Health, Dental Services

North Metropolitan Health Service

### Reporting Relationships

Chief Executive  
North Metropolitan Health Service  
Position Number: 000001



Executive Director  
Mental Health, Public Health, Dental Services  
Position Number: 008226



**This Position**



### Also reporting to this supervisor:

- Manager Finance and Business
- Director Strategic Projects
- Director Clinical Services Mental Health
- Director of Nursing
- Co-Director Acute Mental Health
- Medical Co-Director Acute Mental Health
- Co-Director Community Mental Health
- Medical Co-Director Community Mental Health
- Co-Director Mental Health Specialties
- Medical Co-Director Mental Health Specialties
- Director Public Health
- Director Aboriginal Health
- General Manager Dental Services

### Directly reporting to this position:

Title	Classification	FTE
Clinical Nurse Manager	SRN Level 4	2.0
OSH Consultant	HSO Level G6	1.0
Policy Audit Officer	HSO Level G6	1.0
Quality Coordinator	HSO Level G7	1.0
Risk Management Coordinator	HSO Level G7	1.0
Clinical Risk Management Coordinator	HSO Level G8	1.0
Area Quality Improvement Coordinator	HSO Level G7	1.0
Audit & Performance Officer	HSO Level G7	1.0
Liaison Officer	HSO Level G6	1.0
Education & Training Consultant	HSO Level G6	1.0
Patient Safety Officer	HSO Level G6	0.6
Clinical Performance Improvement Coordinator	HSO Level G7	0.6
<b>TOTAL FTE:</b>		<b>12.2</b>

### Other positions under control

### Prime Function / Key Responsibilities

As a member of the Mental Health, Public Health, Dental Services (MHPHDS) Executive team work collectively to achieve patient, community and population outcomes. Develop, implement and evaluate a broad suite of business processes to ensure alignment with the Division's strategic and operational business objectives. Provide advice to clients on the development of strategies and procedures to ensure the provision of safe, high-quality and efficient patient care consistent with North Metropolitan Health Service's safety, quality and performance frameworks.

## Brief Summary of Duties

### 1. SAFETY, QUALITY AND CORPORATE/CLINICAL GOVERNANCE

- 1.1 As a member of the Mental Health, Public Health, Dental Services (MHPHDS) Executive team work collectively to achieve patient, community and population outcomes in line with MHPHDS vision and values.
- 1.2 Provide a consultancy to clients to facilitate the development and implementation of safety, quality and governance processes including the development of management strategies including risk registers and business continuity plans.
- 1.3 Provide strategic direction, leadership and focus for safety, quality and governance across MHPHDS.
- 1.4 Work with managers to develop and implement business improvement projects to mitigate risk and improve organisational performance across MHPHDS.
- 1.5 Liaise with the Executive Director MHPHDS to ensure safety, quality and performance functions and internal systems comply with WA Health's governance framework and accreditation requirements.
- 1.6 Develop and maintain effective networks and strategic working relationships with internal and external stakeholders, through consultation and collaboration, to facilitate positive stakeholder engagement and effective attitude and behaviour change.
- 1.7 Lead and manage the accreditation process for safety, quality and governance standards across MHPHDS.
- 1.8 Facilitate education and awareness-raising sessions for clients in safety, quality and governance processes.

### 2. EVALUATION AND PERFORMANCE REPORTING

- 2.1 Lead, manage and direct audits and reviews of systems, processes and activities to ensure compliance with the performance evaluation framework and maintain high levels of service delivery.
- 2.2 Manage the Freedom of Information process for MHPHDS.
- 2.3 Manage the Public Interest Disclosure process for MHPHDS.
- 2.4 Ensure the generation, dissemination, and discussion of system reports that assist in performance evaluation of MHPHDS programs and services.

### 3. FINANCE BUSINESS AND SUPPORT

- 3.1 Develop and maintain integrated information management systems and databases, in collaboration with the Manager Business and Finance.
- 3.2 Provide expert advice and coordinate the development of operational and strategic plans from each of the businesses units within MHPHDS.

### 4. LEADERSHIP AND MANAGEMENT

- 4.1 Lead the operation of the branch within allocated resources and in compliance with whole-of-health and public sector policies and legislation.
- 4.2 Coach, Mentor and develop staff within the branch.
- 4.3 Maintain awareness of trends and influences that impact on divisional activities and the health reform agenda.

### 5. OTHER

- 5.1 Contribute to the continuous improvement of policies, practices and key performance indicators by working collaboratively with managers to streamline, coordinate and optimise the branch's resources.
- 5.2 Other duties as directed.

### 6. NMHS Governance, Safety and Quality Requirements

- 6.1 Ensure as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 6.2 Participate in an annual performance development review and undertake performance development review of staff under their supervision.
- 6.3 Support the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety & Quality Health Service Standards and other recognised health standards.
- 6.4 Complete mandatory training (including safety and quality training) as relevant to role.
- 6.5 Perform duties in accordance with Government, WA Health, NMHS and departmental/program specific policies and procedures.
- 6.6 Abide by the WA Health Code of Conduct, Occupational Safety and Health legislation, Disability Services Act and Equal Opportunity Act.

**Work Related Requirements**

**Essential Selection Criteria**

1. Extensive experience in managing complex projects in a health service environment, including the ability to design, implement and evaluate business processes.
2. High level communication skills (oral, written and interpersonal) including negotiation and consulting skills as well as the use of discretion.
3. High level conceptual, analytical and problem solving skills .
4. High level management skills including human and financial management and proven ability to lead multi-disciplinary teams.
5. Current knowledge of legislative and regulatory requirements in the areas of Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment, people management and service delivery.

**Desirable Selection Criteria**

1. Tertiary qualification in a relevant clinical discipline and/or management field.
2. Knowledge and understanding of risk management systems, principles and practices.

**Appointment Prerequisites**

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

**Certification**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

<b>Manager/Supervisor</b>	<b>Dept./Division Head</b>	<b>Position Occupant</b>
Name:	Name:	Name:
Signature/HE:	Signature:	Signature:
Date:	Date:	Date: